



**King County**

**Department of Community and Human Services  
Veterans and Human Services Levy**

**2012-2017 Levy Evaluation Implementation Plan  
Addendum A – 2017 Activity Level Evaluation Templates**

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# Veterans and Human Services Levy 2017 Activity Level Evaluation Templates

## Introduction and Overview

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As with the 2006-2011 Veterans and Human Services (VHS) Levy, evaluation continues to be important to demonstrate the benefits the 2012-2017 Levy projects and activities provided to veterans, their families and others in need in King County. The evaluation of this renewed levy will:

- Inform the public and policy-makers of the impact of levy-funded activities on the overall goals and strategies of the levy.
- Measure performance of activities to assist the boards in their oversight of the levy investments.
- Provide County program managers with information to monitor and continually improve the quality of the levy activities they manage.

As part of our commitment and building on our experience with the previous levy, performance targets have been established for all activities funded in the 2015 through 2017 Levy and incorporated into contracts for levy activities. Agencies implementing levy activities are required to report on their performance at regular intervals. Their reports become the building blocks for the annual Performance Evaluation Report. This addendum is the update of all activity templates for 2017 based upon evolving changes during implementation in 2012-2017.

In order to expedite contracting, evaluation staff have worked closely with contractors and implementing departments to update a summary evaluation template for every activity implemented. The templates identify the objectives, goals and performance measures to each activity. They also include a services description and how the activity meets King County Strategic Plan objectives. The draft activity evaluation templates follow:

<a href="#">Introduction/Overview</a> .....	2
<a href="#">Strategy 1 Evaluation Templates: Enhancing services and access for veterans, military personnel, and their families</a> .....	3-25
<a href="#">Strategy 2 Evaluation Templates: Ending homelessness through outreach, prevention, permanent supportive housing and employment</a> .....	26-55
<a href="#">Strategy 3 Evaluation Templates: Improving health through the integration of medical and behavioral health services</a> .....	56-68
<a href="#">Strategy 4 Evaluation Reports: Strengthening families at-risk</a> .....	69-86

## Strategy 1, Activity 1 King County Veterans Program

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**Primary Levy Goals:** Prevent and reduce homelessness; Increase self-sufficiency for veterans and vulnerable populations

**Objective:** *Overall:* Improve the long-term stability of veterans and their families through outreach, shelter, financial assistance and case management.

*Program Components:*

- A. Outreach:** Increase access to veterans' services for those who might not otherwise engage in services as a first step in stability.
- B. Shelter:** Improve the stability of homelessness veterans by providing emergency and transitional housing as they transition to more permanent housing.
- C. Financial Assistance:** Increase the stability of households in financial crisis by providing funds to meet basic needs and overcome financial crisis.
- D. Case Management:** Increase the long-term stability of veterans and their families by assisting them to secure essential resources and overcome barriers to long-term self-sufficiency
- E. Electronic Client Records System:** Increase the quality of customer services and staff efficiency by improving client information tracking and sharing.

**Agencies funded:** King County Veterans Program, Compass Housing Alliance, and The Salvation Army-William Booth Center.

**Service Description:** The King County Veterans Program (KCVP)'s expanded outreach through nine suburban service sites will be maintained. KCVP's enhanced case management services to ensure a more comprehensive approach to client services will also be continued. Financial assistance and contracted shelter services that were increased with the first levy will be maintained at their 2011 levels. KCVP's client information database that was developed during the first levy will be maintained and further improved through the new levy.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need.

**Services start date:** September, 2007

**Allocations (2017): Veterans Levy \$2,485,000, Human Services Levy \$0**  
Does not include Veteran Employment Initiative funds.

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**PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All KCVP clients

**2017 Reporting Requirements**

**Demographics:** On-going through VIBE database for KCVP, Report Card for contractors

**Services:** On-going through VIBE database, Report Card for contractors

**Outcomes:** On-going through VIBE database, Report Card for contractors

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	• Number of persons contacted by KCVP (A)	2,600	How much
	• Number of persons completing assessment (A)	2,500	How much
	• Number of persons contacted through satellite outreach	500	How much
<b>Crisis Intervention</b>	• Amount of financial assistance (C)	\$800,000	How much
	• Number of clients receiving financial assistance (C)	1,500	How much
	• Number of shelter /transitional housing bed nights (B)	13,500	How much
	• Number of veterans served at shelters (B)	450	How much
<b>Service Intervention</b>	• Number of case plans created (D)	1,800	How much
	• Percent of clients who complete one or more case plan goals (D)	90%	Is anyone better off?
	• Percent of clients who increase self-sufficiency (D)	90%	Is anyone better off?

## **Strategy 1, Activity 2.A Enhanced Outreach to Women Veterans and Veterans of Color**

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Provide opportunity for vulnerable veterans who may not otherwise engage in services to increase their stability and self-sufficiency by connecting them with essential resources.

**Agencies funded:** Therapeutic Health Services and El Centro de la Raza.

**Service Description:** Maintain and improve two programs that outreach to underserved veteran communities of color and women veterans to ensure that they are linked to veteran's benefits, services and other resources in a culturally appropriate manner. Each program targets a different underserved population—women, African-Americans, and Latinos. The programs identify and outreach to veterans in their target group. They assess participants and seek to engage them in services through referrals to appropriate and effective services.

**Changes since Last Year:** In 2016 Coordinated Entry for All became the central resource for navigating housing, therefore, outreach efforts shifted their focus to the navigation of other services.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need.

**Services start date:** October 2010

**Allocations (2017):** Veterans Levy \$300,000 Human Services Levy \$0

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** January 31, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>Total number of clients enrolled and assessed using the Common Assessment Checklist</li> </ul>	240	How much
	<ul style="list-style-type: none"> <li>Total number veterans of color enrolled</li> </ul>	80	How well
	<ul style="list-style-type: none"> <li>Total number of women enrolled</li> </ul>	48	How well
	<ul style="list-style-type: none"> <li>Number of homeless Veterans enrolled and assessed with the VI-SPDAT</li> </ul>	36	How much
	<ul style="list-style-type: none"> <li>Total number of clients receiving referrals to benefits/services</li> </ul>	216	How well
	<ul style="list-style-type: none"> <li>Total number of clients applying for and/or receiving benefits or services after referral</li> </ul>	172 (80% of 216)	How well
	<ul style="list-style-type: none"> <li>Number of clients receiving benefits and/or services after referral</li> </ul>	104 (60% of 172)	Is anyone better off?
<b>System Resources</b>	<ul style="list-style-type: none"> <li>Number of King County Veterans Outreach Team meetings attended</li> </ul>	12	How much

## **Strategy 1, Activity 2.B Veteran Information and Referral**

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Improve veterans' and their family members' ability to find and access needed services by linking them quickly and efficiently to needed services.

**Agencies funded:** Washington State Department of Veterans Affairs (WDVA)

**Service Description:** Maintain a call-in telephone resource uniquely dedicated to veterans and veterans' services. Develop other emerging communication technologies to improve service access for veterans and their family members.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCVP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

**Services start date:** September 2010

**Allocations (2017): Veterans Levy \$100,000, Human Services Levy \$0**

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Number of calls to information line</li> </ul>	<p>900</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Number of persons receiving new information</li> </ul>	<p>850</p>	<p>How well</p>
	<ul style="list-style-type: none"> <li>• Percent of clients reporting satisfaction with information and referral service received</li> </ul>	<p>90%</p>	<p>How well</p>
	<ul style="list-style-type: none"> <li>• Number of callers who, during follow up contact, report they successfully received services based on referral</li> </ul>	<p>90%</p>	<p>Is anyone better off?</p>
	<ul style="list-style-type: none"> <li>• Number of community meetings or events attended to promote effective coordination of services</li> </ul>	<p>12</p>	<p>How much</p>

## Strategy 1, Activity 2.C Homeless Veteran Street Outreach

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Improve the lives of vulnerable, homeless veterans by helping them attain and maintain stable lives through linkage to needed support services.

**Agencies funded:** Washington State Department of Veterans Affairs (WDVA)

**Service Description:** The Homeless Veterans Street Outreach, the single project funded under this activity, assists in linking eligible homeless veterans and military personnel to needed housing, employment and support services. Veterans Services Managers conduct outreach to homeless sheltered veterans, confirm their eligibility and assess their service needs. The managers then refer and link clients to needed benefits, housing, employment, and treatment services.

**Changes Since Last Year:** In 2016 Coordinated Entry for All became the central resource for navigating housing. Therefore, outreach efforts shifted their focus to the navigation of other services. The Common Assessment Checklist is a tool developed by King County to ensure that navigators assess all clients' self-sufficiency needs and referred clients to appropriate services.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.12: Outreach, assessment and engagement for veterans and their families

**Services start date:** April 2007

**Allocations (2017):** Veterans Levy \$84,000, Human Services Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2016 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Number of clients enrolled and assessed using the Common Assessment Checklist</li> </ul>	90	How much
	<ul style="list-style-type: none"> <li>• Number of homeless clients assessed using the VI-SPDAT</li> </ul>	68	How much
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of clients receiving referrals to benefits and/or services</li> </ul>	81	How well
	<ul style="list-style-type: none"> <li>• Number of clients applying for and/or receiving benefits and/or services after referral</li> </ul>	65	How well
	<ul style="list-style-type: none"> <li>• Number of clients receiving at least one of the benefits and/or services after application</li> </ul>	39	Is anyone better off?

## Strategy 1, Activity 3 Veterans Employment and Training (Veterans Corps)

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Improve veterans' transition from a military career to a civilian career by helping them be successful in educational and training opportunities and prepare for and secure employment.

**Agencies funded:** Washington State Department of Veterans Affairs

**Service Description:** Levy funds will be used to continue the Veterans Corps. This program provides Veterans Corps staff sited at colleges who will assist Veterans and other military personnel with job placement, employer training, and individual training services in King County. The program offers assistance in enrolling and supporting Veterans and other military personnel complete training, education, internship and apprenticeship opportunities. There is also an emphasis on improving connections with employers to encourage the recruitment and hiring of recently returning veterans also to retain and finish their educational programs.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. KCSP Objective EGBE 1.b: Support workforce development programs for adults and youth.

**Services start date:** 2015

**Allocations (2017):** Veterans Levy \$200,000, Human Services Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2016 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Engagement	• Number of veterans contacted	120	How much
	• Number of veterans enrolled	108	How much

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
	<ul style="list-style-type: none"> <li>• Number of veterans enrolled that are returning from OIF, OEF or ONE (50%)</li> </ul>	54	How well
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of veterans retained in educational or training opportunities or other positive outcome</li> </ul>	86	Is anyone better off?

## **Strategy 1, Activity 4.A Contracted Post Traumatic Stress Disorder Treatment**

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Increase the stability of veterans and their family members who are impacted by PTSD by providing treatment to overcome the effects of military service.

**Agencies funded:** Washington State Department of Veterans Affairs (WDVA)

**Service Description:** Levy funding is used to maintain the existing system of PTSD treatment providers that was expanded during the first levy. The system will be further expanded beginning in 2017 to accommodate the influx of returning OIF/OEF veterans.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services start date:** April 2007

**Allocations (2017): Veterans Levy \$450,000, Human Services Levy \$0**

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Data Collection Report
<b>Treatment/ Intervention</b>	<ul style="list-style-type: none"> <li>• Number of clients receiving Levy-funded PTSD treatment</li> </ul>	260	How much
	<ul style="list-style-type: none"> <li>• Number of hours of PTSD counseling provided</li> </ul>	2,600	How much
	<ul style="list-style-type: none"> <li>• Percent of clients demonstrating reduced impacts of PTSD</li> </ul>	90%	Is anyone better off?
<b>System Resources</b>	<ul style="list-style-type: none"> <li>• Number of contracted providers recruited, trained and supported to provide counseling</li> </ul>	13	How much

## Strategy 1, Activity 5.A Veterans Incarcerated Program (Veterans Reentry Case Management Program)

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**Primary Levy Goal:** Reduce unnecessary criminal justice and medical system involvement

**Objective:** Assist veterans who are involved in the local criminal justice system or who were formerly incarcerated, access services and resources needed for successful reentry into the community and to provide ongoing stability in the community.

**Agencies funded:** Washington State Department of Veterans Affairs (WDVA)

**Service Description:** This program provides short-term reentry case management for eligible veterans and other military personnel, who are incarcerated or at risk of incarceration, within the King County Jail and other misdemeanor jails in south and east King County. Program staff meets with veterans in the jails prior to release when possible. Program staff help eligible veterans navigate ongoing court and/or probation requirements, and link to behavioral health, primary healthcare, housing and other social services (veteran specific when possible) in order to support community tenure and prevent future criminal justice involvement.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective JS 3.d: Provide alternatives to secure detention to appropriate offenders.

**Services start date:** April 2007

**Allocations (2017):** Veterans Levy \$50,000, Human Services Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy and RCW funded clients

**NOTE:** Calculations on Levy-funded clients and services will be based on the ratio of Levy funding to total project funding (Levy + RCW).

### 2017 Reporting Requirements

**Demographics:** August 28, 2017; February 28, 2018

**Services:** August 28, 2017; February 28, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 28, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of performance measure
Engagement	• Number of veterans screened	360	How much
Crisis Intervention	• Number of veterans enrolled in program	155	How much

Type of Activity	Performance Measure	2017 Target(s)	Type of performance measure
	<ul style="list-style-type: none"> <li>• Number of contacts with enrolled veterans</li> </ul>	310	How well
	<ul style="list-style-type: none"> <li>• Number of referrals to behavioral and/or physical health services</li> </ul>	120	How well
	<ul style="list-style-type: none"> <li>• Number of successful referrals where clients engage in behavioral and/or physical health services</li> </ul>	108/90%	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of referrals to services that increase self-sufficiency (benefits, education, employment, training resources, financial management services)</li> </ul>	85	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of successful referrals to services that increase self-sufficiency</li> </ul>	68/80%	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of referrals to housing</li> </ul>	124	How well
	<ul style="list-style-type: none"> <li>• Number of successful housing placements</li> </ul>	99/80%	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of clients receiving eviction prevention services</li> </ul>	20	How well

## Strategy 1, Activity 5.B Veterans Legal Assistance Program

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Increase ability of at-risk or homeless veterans and their family members to resolve legal issues by reducing barriers to civil legal assistance.

**Agencies funded:** Northwest Justice Project

**Service Description:** Levy funding will continue to support the Veterans Project at the Northwest Justice Project (NJP) to work with homeless and low income veterans to address their civil legal needs that prevent them from obtaining stable employment, income and housing; develop materials for legal advocates to work effectively with veterans; educate veteran non-legal service providers on legal referrals available; and work with volunteer attorneys and law students to increase capacity to take veteran cases.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need. Product Catalog 1.13.2: Legal assistance to veterans and their families

**Services start date:** September 2010

**Allocations (2017): Veterans Levy \$20,000, Human Services Levy \$0**

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>Number of persons assessed for level of legal assistance needed</li> </ul>	200	How much
<b>Crisis Intervention</b>	<ul style="list-style-type: none"> <li>Cases accepted into NJP caseload</li> </ul>	100	How much
	<ul style="list-style-type: none"> <li>Cases referred to alternate legal representation</li> </ul>	30	How much

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
	<ul style="list-style-type: none"> <li>• Total hours of case time</li> <li>• Percent of cases successfully resolved in which legal barriers are reduced</li> </ul>	<p style="text-align: center;">200</p> <p style="text-align: center;">33%</p>	<p>How much</p> <p>Is anyone better off?</p>
<b>System Resources</b>	<ul style="list-style-type: none"> <li>• Number of trainings to attorneys and case managers</li> </ul>	<p style="text-align: center;">8</p>	<p>How much</p>

## Strategy 1, Activity 5.C Emerging Programs for Justice Involved Veterans – Veterans Court

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**Primary Levy Goal:** Reduce unnecessary criminal justice involvement and utilization of emergency and crisis services.

**Objective:** Divert veterans from the criminal justice system into treatment and services.

**Agencies funded:** Sound Mental Health

**Service Description:** Levy funding in 2015 was used to support therapeutic courts serving veterans in King County in order to divert veterans who have behavioral health issues into treatment. The King County Regional Veterans Court was found effective during its 2015 pilot phase and is continuing operations. Levy funded court clinician services are provided to the King County District Court Regional Veterans Court and City of Seattle Veterans Treatment Court for the purposes of assessing eligibility for participation in the therapeutic veterans courts and treatment planning around the behavioral health issues which contributed to criminal justice involvement.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective JS 3.d: Provide alternatives to secure detention to appropriate offenders.

**Services start date:** 2013

**Allocations (2017):** Veterans Levy \$395,000, Human Services Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** August 28, 2017; February 28, 2018

**Services:** August 28, 2017; February 28, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 28, 2018

Type of Activity	Performance Measure	2016 Target(s)	Type of Performance Measure
Engagement	• Number of veterans screened	90	How much
Services Intervention	• Number of veterans opting in Veterans Court (new enrollees)	30	How much



## Strategy 1, Activity 6.A Military Family Outreach

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Increase the stability of U.S. National Guard and Reserves members and their families by facilitating access to needed support services.

**Agencies funded:** Washington State Department of Veterans Affairs (WDVA)

**Service Description:** Levy funding will continue support for the Military Family Outreach project that was established through the last levy. This project outreaches to National Guard and Reserve families that may need support when family members are deployed. The Military Family Outreach Specialists assess families for need and seek to connect them to the help they need to prevent future family instability and homelessness.

**Changes Since Last Year:** A contract amendment shifted the focus of WDVA outreach efforts to focus on homeless veterans, service members and their families in 2015. With Coordinated Entry for All the focus shifted back to connecting families to a broader range of services.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need

**Services start date:** September 2009

**Allocations (2017):** Veterans Levy \$174,000, Human Services Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Number of clients assessed and engaged</li> </ul>	120	How much
	<ul style="list-style-type: none"> <li>• Number of VI-SPDAT assessments conducted</li> </ul>	30	How much
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of clients receiving referrals to benefits and/or services</li> </ul>	108	How well
	<ul style="list-style-type: none"> <li>• Number of client's applying for benefits and/or services after referral</li> </ul>	86 (80%)	How well
	<ul style="list-style-type: none"> <li>• Number of clients receiving at least one of the benefits and/or services after application</li> </ul>	52	Is anyone better off?
<b>System Resources</b>	<ul style="list-style-type: none"> <li>• Number of veteran-focused community networking meetings attended</li> </ul>	12	How much

## Strategy 1, Activity 6.B Military Family Counseling

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Increase the ability of military and veteran households to be healthy and nurturing through appropriate mental health services to overcome the negative effects of military service.

**Agencies funded:** Washington State Department of Veterans Affairs

**Service Description:** This is a new set of projects to increase support to military families before, during and after deployment. Funds will support family centered counseling to military and veteran households to promote health and nurturing families with particular focus on prevention of domestic violence and promoting family stability. Funds may also be used to support implementation of the Military Kids Curriculum.

**Changes Since Last Year:** No significant changes from last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4: Ensure a network of integrated and effective health and human services is available to people in need

**Services start date:** 2016

**Allocations (2017):** Veterans Levy \$100,000 Human Services Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** April 30, 2017, July 31, 2017, October 31, 2017, Jan 31, 2018

**Services:** April 30, 2017, July 31, 2017, October 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Unduplicated number of families in which at least one member is enrolled</li> </ul>	<p>40</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Unduplicated number of clients enrolled</li> </ul>	<p>55</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Number of hours of Military Family Counseling provided</li> </ul>	<p>360</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Percentage of adult clients demonstrating improved social and family functioning</li> </ul>	<p>90%</p>	<p>Is anyone better off?</p>

## Strategy 2, Activity 1.A Homeless Street Outreach

**Primary Levy Goal:** Reduce unnecessary criminal justice and medical system involvement

**Objective:** Reduce the inappropriate use of expensive services and overcome isolation for Seattle’s high utilizers and chronically homeless persons through outreach and connections with needed services and resources.

**Agencies Funded:** Public Health - Seattle & King County, Evergreen Treatment Services - REACH Project

**Service Description:** Reduce the inappropriate use of expensive services and overcome isolation for Seattle’s high utilizers and chronically homeless person through outreach and connections with needed services and resources. Link high utilizers and chronically homeless substance abusers in Seattle to health services, engagement programs and housing placements through the REACH outreach team.

**Changes Since Last Year:** Program has increased focus on linking clients to health services.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective JS3d: Provide alternatives to secure detention to appropriate offenders.

**Services Start Date:** January 2009

**Allocations (2017):** Veterans Levy \$86,000 Humans Services Levy \$190,000

### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Engagement	• Unduplicated clients engaged in outreach or CM services	380	How much
	• Clients assessed with VI-SPDAT	50	How much
Crisis Intervention	• Clients moved into permanent housing	80	Is anyone better off?
	• Clients improving/ maintaining their housing situation	50%	Is anyone better off?

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Clients enrolled in treatment/intervention/services</li> </ul>	365	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Clients obtaining or maintaining health coverage</li> </ul>	225	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Clients receiving one or more health services</li> </ul>	230	Is anyone better off?

## **Strategy 2, Activity 1.B Sobering Center and Emergency Service Patrol**

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**Primary Levy Goal:** Reduce unnecessary criminal justice and medical system involvement

**Objective:** Link high utilizers and chronically homeless substance abusers in Seattle to engagement programs and housing placements to reduce homelessness and excessive use of expensive services.

**Agencies Funded:** MHCADSD Pioneer Human Services – Dutch Shisler Sobering Center; King County Emergency Services Patrol

**Service Description:** This activity combines a number of Seattle-based activities working with high utilizers/chronically homeless individuals who are involved with substance abuse treatment or who are connected through outreach services. A portion of the levy-funded services include:

- King County Emergency Services Patrol, which picks up intoxicated people from downtown streets and transports them to services.
- Dutch Shisler Sobering Support Center, which provides a safe place to sleep off the effects of intoxication.
- Client Care Coordination, which brings together a variety of outreach and social services workers to coordinate care for high-utilizing homeless clients.

**Changes Since Last Year:** As of mid-year 2016, Client Care Coordination will no longer provide services since Coordinated Entry for All will centralize all homeless housing resources.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services

**Services Start Date:** June 2008

**Allocations (2017):** Veterans Levy \$45,000 Humans Services Levy \$100,000

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2016 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Number of persons contacted</li> </ul>	<p style="text-align: center;">5,000</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Clients transported to the Sobering Center</li> </ul>	<p style="text-align: center;">3,600</p>	<p>How well</p>
	<ul style="list-style-type: none"> <li>• Clients connected with supportive services</li> </ul>	<p style="text-align: center;">95%</p>	<p>Is anyone better off?</p>

## Strategy 2, Activity 1.C Mobile Medical Outreach

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Improve the health status and housing situations of rural persons who are homeless by engaging them in stability services while simultaneously providing them with primary health care through medical outreach and engagement in South King County.

**Agencies Funded:** Public Health - Seattle & King County Health Care for the Homeless

**Service Description:** The program's mobile medical van holds regular clinics in Federal Way, Kent, Renton, Tukwila and Auburn. Walk-in services include primary and preventive medical care, clinical assessment for mental health and chemical dependency treatment, dental care, and help navigating medical and disability benefits programs and other safety net health and social services systems. Immediately following a visit with a program doctor or dentist, program clients are introduced to a team member who can help establish a connection to a local community health center for follow-up and ongoing primary care.

**Changes Since Last Year:** A chemical dependency professional was added to the staff. Clients served by the chemical dependency professional are now included in the performance measure capturing total client visits. After a big push to enroll clients in Medicaid since the rollout of the Affordable Care Act, most eligible clients are already enrolled in Medicaid. The enrollment specialist now assists clients with maximizing the benefits of their health care coverage.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services

**Services Start Date:** November 2008

**Allocations (2017):** Veterans Levy \$90,000 Humans Services Levy \$210,000

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Unduplicated clients receiving services through the mobile medical van</li> </ul>	<p>700</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Total visits for medical care, psychiatric social worker or chemical dependency professional</li> </ul>	<p>1,900</p>	<p>How much</p>
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Clients linked to mental health treatment</li> </ul>	<p>40% of those assessed</p>	<p>Is anyone better off?</p>
	<ul style="list-style-type: none"> <li>• Clients linked to medical benefits such as Medicaid, ADATSA, or other</li> </ul>	<p>40% of clients assisted by medical benefits case manager</p>	<p>Is anyone better off</p>

## **Strategy 2, Activity 1.D South King County Homeless Outreach**

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Increase the housing stability and improve the health of long-term homeless persons by outreach that engages them in services and provides access to the resources they need.

**Agencies Funded:** Sound Mental Health

**Service Description:** Engage persons who are homeless in essential stability services while simultaneously providing them with primary health care through medical outreach and engagement in South King County. The PATH outreach team seeks and engages homeless adults in South King County, with a priority on those who are homeless for a long time and may have mental health, substance abuse, and other problems. This project now provides direct referral to community clinics.

Outreach is particularly important because those who have been chronically homeless, especially those with serious disabling conditions and/or long term homelessness often have difficulty finding or accepting the services and care they need. Outreach workers engage people who are homeless, slowly gain their trust, and support them in accessing the services and housing they need.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services Start Date:** October 2007

**Allocations (2016):** Veterans Levy \$15,000 Humans Services Levy \$65,000

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2016 Reporting Requirements**

**Demographics:** July 31, 2016, Jan 31, 2017

**Services:** July 31, 2016, Jan 31, 2017

**Outcomes:** July 31, 2016, Jan 31, 2017

**2016 Annual Project Evaluation and Program Managers Report:** February 15, 2017

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Clients enrolled</li> </ul>	<p>125</p>	<p>How much</p>
	<ul style="list-style-type: none"> <li>• Number of clients successfully linked with at least one of the following services, benefits or outcomes: enrolled in primary health care; enrolled in chemical dependency treatment; enrolled in mental health treatment; increased income; improved housing stability</li> </ul>	<p>75% achieved at least one</p>	<p>Is anyone better off?</p>
	<ul style="list-style-type: none"> <li>• Number of clients assessed with the VI-SPDAT</li> </ul>	<p>14</p>	<p>How much</p>

## Strategy 2, Activity 2 Capital Funds for Permanent Housing

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Increase the number of permanent housing units available to serve homeless individuals by providing capital funds to create new units of affordable housing.

**Agencies Funded:** Archdiocesan Housing Authority, Catholic Community Services, Community Housing Mental Health Agency, Compass Center, Compass Housing Alliance, Downtown Emergency Service Center, Foundation for the Challenge, Friends of Youth, Highline West Seattle Mental Health, Low Income Housing Institute, Plymouth Housing Group, Sound Mental Health, St. Andrew's Housing Group, Valley Cities Counseling and Consultation, Vashon Household, YWCA of Seattle-King-Snohomish Counties.

**Service Description:** This activity provides capital funding for increasing the affordable housing stock specifically to create housing that serves veterans in need and their families, who are struggling with or at risk for mental illness, health problems, PTSD, unstable housing or homelessness, and underemployment; individuals and families who have experienced long-term homelessness and are frequent users of emergency services, jails, and other institutions; individuals who have been recently released from prison or jail and who are striving to maintain their family or re-unite with children or other family members; and families and children at risk of homelessness and involvement with justice, child welfare, and other systems.

**Changes Since Last Year:** The program will have less funding in 2016 since the \$2.3 million in one-time housing support funding provided in 2015 is no longer available.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective EGBE3a: Shape a built environment that allows communities to flourish. Product Catalog 2.2.1: Low-income housing capital.

**Services Start Date:** Fall 2007

**Allocations (2017):** Veterans Levy \$960,000 Humans Services Levy \$1,200,000

### PERFORMANCE MEASURES

**Capital Projects Included in Performance Reports:** All Levy funding permanent housing projects

#### 2017 Reporting Requirements

**2017 Housing and Services Award Report, Tab 1:** February 15, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
System Resources	• Veterans' units funded	TBD	How much
	• Human services units funded	TBD	How much

## Strategy 2, Activity 3 Housing Stability Program

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Ensure that persons at-risk of homelessness are able to maintain housing by providing support services or resources necessary that overcome threats to housing stability.

**Agencies Funded:** Solid Ground (lead agency), which partners with Hopelink, Catholic Community Services, Friends of Youth, YWCA – SeaTac, Valley Cities, Multi-Service Center, Vashon Youth and Family Services, First Place, Neighborhood House, Salvation Army – Seattle, YWCA – Seattle, Crisis Clinic/Community Info Line.

**Service Description:** The HSP provides emergency financial assistance for veterans and others (low-income renters and homeowners (under 50 percent of area median income)) in response to short-term crises that prevent them from making timely payment of their rent or mortgage. The HSP serves households who are at risk of losing their housing, or who have their own lease pending but need assistance with move-in costs.

**Changes Since Last Year:** In 2017, \$25,000 in additional funding was added to support the Housing Justice Project which offers eviction prevention services.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals.

**Services Start Date:** May 2008

**Allocations (2017):** Veterans Levy \$400,000 Humans Services Levy \$450,000

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

**Housing Stability Program**

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Crisis Intervention</b>	<ul style="list-style-type: none"> <li>• Number of unduplicated non-Veteran Households assisted</li> </ul>	163	How much
	<ul style="list-style-type: none"> <li>• Number of unduplicated veterans households assisted</li> </ul>	135	How much
	<ul style="list-style-type: none"> <li>• All households retaining who do not enter the homelessness system in the 6 months following initial stabilization</li> </ul>	90%	Is anyone better off?

**Housing Justice Project**

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Crisis Intervention</b>	<ul style="list-style-type: none"> <li>• Number of households</li> </ul>	1,800	How much

## Strategy 2, Activity 4.A Housing Health Outreach Team

**Primary Levy Goal:** Reduce unnecessary criminal justice and medical system involvement

**Objective:** Improve the ability of formerly homeless individuals to retain permanent housing by providing comprehensive on-site services and connection to health and community resources that overcome personal challenges and threats to their ability to maintain housing.

**Agencies Funded:** Neighborcare Health; HealthPoint (Subcontracted through PHSKC)

**Service Description:** The Housing Health Outreach Team (HHOT) provides health care linkages and support to homeless and formerly homeless clients living in permanent supportive housing sites in Seattle and South King County. The team of medical, mental health, and chemical dependency providers help clients establish a regular health care regimen, rather than relying on costly emergency care.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP1: Ensure access to affordable, appropriate and quality physical and behavioral health services. Product Catalog 1.12: Outreach, assessment and engagement of the mentally ill and homeless.

**Services Start Date:** May 2007 in Seattle; June 2008 in South King County

**Allocations (2017):** Veterans Levy \$75,000 Humans Services Levy \$290,000

### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Service Intervention	• Unduplicated clients enrolled and engaged in services	700	How much
	• Clients linked to primary care	400	Is anyone better off?
	• Clients engaged in MH/CD services	260	Is anyone better off?

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
	<ul style="list-style-type: none"> <li>• Clients self-manage chronic condition</li>   <li>• Increase housing stability per retaining housing or exiting to a positive housing situation</li> </ul>	<p style="text-align: center;">315</p> <p style="text-align: center;">90%</p>	<p>Is anyone better off?</p> <p>Is anyone better off?</p>

## Strategy 2, Activity 4.B On-site Support Services

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Improve the ability of formerly homeless people to retain permanent housing by providing comprehensive on-site services and connections to community resources that overcome personal challenges and threats to their ability to maintain housing.

**Agencies Funded:** Evergreen Treatment Services, Valley Cities Counseling and Consultation, Downtown Emergency Service Center, Low Income Housing Institute, Sound Mental Health (McDermott Place), Eastside Interfaith Social Concerns Council, Plymouth Housing Group, Compass Center, Archdiocesan Housing Authority, Imagine Housing.

**Service Description:** This activity provides funds for support services and operating costs for limited housing for formerly homeless households. Supportive services may include case management and advocacy, engagement and outreach, housing support and life skills training, employment counseling, job search assistance, education and training, money management and credit repair, domestic violence and sexual assault support, mental health and substance abuse counseling, legal assistance, children's services, and interpreter services. The program serves veterans and their families in need, homeless and chronically homeless individuals, individuals who have recently been released from jail who are striving to maintain or re-unite with their family, families and children who are homeless or at risk of homelessness with involvement with justice, child welfare and other systems, homeless youth and young adults.

**Changes since Last Year:** No significant changes this year.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP4c: Join with local and regional partners to prevent and reduce homelessness for families and individuals.

**Services Start Date:** January 2008 (earliest, varies by contract)

**Allocations (2017):** Veterans Levy \$720,000 Humans Services Levy \$1,000,000

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Housing and Services Award Report, Tab 2:** February 15, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Total households served</li> <li>• Exits to or retention of permanent housing or permanent supportive housing</li> <li>• Returns to homelessness (6 months)</li> </ul>	<p style="text-align: center;">1,100</p> <p style="text-align: center;">90%</p> <p style="text-align: center;">90%</p>	<p>How much</p> <p>Is anyone better off?</p>

## **Strategy 2, Activity 5.A Forensic Assertive Community Treatment Program (FACT)/Intensive Case Management**

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** End homelessness for individuals with disabilities who are experiencing homelessness and are high utilizers of the criminal justice system or involved in King County District Court Regional Mental Health Court (RMHC) by providing intensive community-based wraparound services that improve their ability to secure and maintain permanent housing, and reduce future involvement with the criminal justice system.

**Agencies Funded:** Sound Mental Health

**Service Description:** Levy funds for this activity support the Intensive Case Management Team. The care team uses a trauma informed approach and motivational interviewing methods along with other evidence-based approaches to accommodate the level of care and specific needs of each individual. Services provided by the care team include permanent supportive housing and community-based services with comprehensive care management.

**Changes Since Last Year:** The Intensive Case Management Team has replace the Assertive Community Treatment Model.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP1b: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services Start Date:** January 2008

**Allocations (2017):** Veterans Levy \$63,000 Humans Services Levy \$142,000

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### **2017 Reporting Requirements**

**Demographics:** August 29, 2017; February 15, 2018

**Services:** August 29, 2017; February 15, 2018

**2018 Annual Project Evaluation and Program Managers Report:** February 28, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Total clients enrolled</li> </ul>	60	How much
<b>Crisis Intervention</b>	<ul style="list-style-type: none"> <li>• Clients moved into or are maintained in supported housing</li> </ul>	48	Is anyone better off?
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of clients who exited into homelessness or institutions or other</li> </ul>	No more than 3	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of clients with a positive exit (e.g., positive housing exit or appropriate institution)</li> </ul>	4	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of clients successfully housed (number = clients maintained or transitioned to independent housing)</li> </ul>	48	Is anyone better off?

## Strategy 2, Activity 5.B Forensic Intensive Supportive Housing Program

**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** End homelessness for individuals with disabilities who are experiencing homelessness and are involved in the criminal justice system by providing intensive case management services that improve their ability to secure and maintain permanent housing, and reduce future criminal justice system involvement.

**Agencies Funded:** Sound Mental Health

**Service Description:** Provide permanent, supportive housing options and time-unlimited forensic intensive case management to support housing stability of individuals who are experiencing behavioral health conditions, homelessness and have their criminal charges dismissed due to lack of legal competency, or are veterans who need community-based intensive outreach and engagement not available through other veterans services.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective HHP1b: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services Start Date:** April 2009

**Allocations (2017):** Veterans Levy \$210,000 Humans Services Levy \$480,000

### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** August 28, 2017; February 15, 2018

**Services:** August 28, 2017; February 15, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 28, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Engagement	• Clients screened (new clients)	30	How much
	• Clients enrolled (all clients, include carryover clients from 2016 in Q1 and new clients in all quarters)	70	How much

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
	<ul style="list-style-type: none"> <li>• Clients moved into or are maintained in supportive housing</li> </ul>	51	Is anyone better off?'
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of clients who exited into homelessness or other unintended outcome (including unknown location)</li> </ul>	5 (max)	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of positive exits (housing or other clinically appropriate)</li> </ul>	10	Is anyone better offer?

## Strategy 2, Activity 6.A Community Employment Services

**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Improve the housing stability of at-risk and formerly homeless individuals by overcoming health and related barriers to securing and retaining employment.

**Agencies Funded:** Neighborhood House, TRAC Associates, YWCA.

**Service Description:** Expand existing education, employment, and vocational training programs for the homeless or formerly homeless; expand child care services that enable parents to work; and provide dental care vouchers for those whose oral health poses a barrier to finding or maintaining employment.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective EGBE1b: Support workforce development programs for youth and adults.

**Services Start Date:** August 2008

**Allocations (2017):** Veterans Levy \$185,000 Humans Services Levy \$550,000

### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

#### Performance (Non-Veterans)

Type of Activity	Performance Measure	2017 Target(s) (TRAC/YWCA/ Neighborhood House)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Clients assessed, enrolled IAP</li> </ul>	69/84/65	How much
	<ul style="list-style-type: none"> <li>• Job readiness</li> <li>• Vocational training completion</li> </ul>	69/84/65  20/20/20	How well  How well

Type of Activity	Performance Measure	2017 Target(s) (TRAC/YWCA/ Neighborhood House)	Type of Performance Measure
	<ul style="list-style-type: none"> <li>• Job placement</li> </ul>	45/55/42	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Job retention at one year</li> </ul>	26/43/21	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Clients achieving self-sufficiency</li> </ul>	N/A	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Percent with post-job placement income greater than 50% of county median income</li> </ul>	90%	Is anyone better off?

### Performance (Veterans)

Type of Activity	Performance Measure	2017 Target(s) (TRAC/YWCA)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Clients assessed, enrolled IAP</li> </ul>	20/56	How much
	<ul style="list-style-type: none"> <li>• Job readiness completion</li> </ul>	20/56	How well
	<ul style="list-style-type: none"> <li>• Job placement</li> </ul>	13/34	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Job retention at one year</li> </ul>	8/23	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Clients achieving self-sufficiency</li> </ul>	N/A	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Percent with post-job placement income greater than 50% of county median income</li> </ul>	90%	Is anyone better off?

## Strategy 2, Activity 6.B Career Connections

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**Primary Levy Goal:** Prevent and reduce homelessness

**Objective:** Improve the housing stability of at-risk and formerly homeless individuals by overcoming health and related barriers to securing and retaining employment.

**Agencies Funded:** King County DCHS – Employment and Education Resources, Career Connections

**Service Description:** Support to the Career Connections Program which provides employment and training assistance to homeless households in coordination with time-limited housing assistance and rapid re-housing programs.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan Area / Product Catalog:** KCSP Objective EGBE1b: Support workforce development programs for youth and adults. Product Catalog 3.5.3: Employment services for households experiencing homelessness.

**Services Start Date:** March 2010

**Allocations (2016):** Veterans Levy \$120,000 Humans Services Levy \$300,000

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients meeting utilization/vulnerability requirements

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	• Outreach/recruitment	180	How much
	• Clients enrolled with individual action plans created	150	How much
	• Vocational training completion	77	How well
	• Job readiness completion	150	How well
	• Job placement	85	Is anyone better off?

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
	<ul style="list-style-type: none"> <li>• Job retention at 90 days</li> <li>• Household wage income increased</li> <li>• Clients achieving self-sufficiency</li> </ul>	<p style="text-align: center;">60</p> <p style="text-align: center;">85</p> <p style="text-align: center;">44 (30%)</p>	<p style="text-align: center;">Is anyone better off?</p> <p style="text-align: center;">Is anyone better off?</p> <p style="text-align: center;">Is anyone better off?</p>

## Strategy 2, Activity 6.D King County Internship/Fellowship Program for Veterans

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**Primary Levy Goal:** Increase self-sufficiency for veterans and vulnerable populations

**Objective:** Improve veterans' transition from a military career to a civilian career by helping them prepare for and secure employment.

**Agencies funded:** King County's Employment and Education Resources Program is the lead agency who subcontracts to King County's Human Resources Division.

**Service Description:** Levy funds were initially used to implement a veterans' internship program in King County. Veteran interns were identified at WorkSource Renton and at other King County agencies. Paid internship opportunities that offer meaningful learning and skill development were identified and developed. Veterans were matched with assignments that align with the veterans' skills and career interests. This program also provided orientation and training for supervisors and mentors.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP4: Ensure a network of integrated and effective health and human services is available to people in need. KCSP Objective EGBE 1.b: Support workforce development programs for adults and youth.

**Services start date:** 2013

**Allocations (2017): Veterans Levy \$200,000 Human Services Levy \$0**

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements –

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** January 31, 2018

Type of Activity	Performance Measure	2017 Target(s)	Data Collection Report
Engagement	• Number of veterans applying for internships/fellowships	50	How much
Services Intervention	• Number of veterans entering internship or fellowship program	16	How much

Type of Activity	Performance Measure	2017 Target(s)	Data Collection Report
	<ul style="list-style-type: none"> <li>• Number of veterans completing internship/fellowships and/or obtaining job</li> </ul>	13	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of veterans obtaining jobs</li> </ul>	11	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Number of veterans retaining jobs at 6 months</li> </ul>	9	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Percent of veterans in program hired within King County government</li> </ul>	6 (50%)	Is anyone better off?
	<ul style="list-style-type: none"> <li>• Percent of jobs obtained resulting in annual income over 50% of median income</li> </ul>	90%	Is anyone better off?

## Strategy 3, Activity 1.A Behavioral Health Integration

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Increase the mental health of the most vulnerable by facilitating access to needed mental health services through the integration of mental health care assessment and services at primary care providers.

**Agencies funded:** Funds are subcontracted through Public Health-Seattle and King County to the King County Safety Net Consortium, which is coordinated by Community Health Plan, and Harborview Medical Center. Participating agencies include Country Doctor, HealthPoint, International Community Health, NeighborCare Health, Sea Mar Community Health Centers, and Public Health. Altogether, these seven safety net providers manage over 25 clinic sites.

**Service Description:** The integrated treatment model uses protocols to identify and improve common mental disorders. Patients in need of treatment for chemical dependency are referred for treatment. Patients with severe or complex mental health needs are referred to licensed mental health community centers for more intensive services. Collaborative, graduated care is coupled with a robust, online patient tracking system to coordinate care between primary care and mental health/chemical dependency providers. Improved communications ensure better clinical outcomes and conserve program resources.

**Changes Since Last Year:** No significant program changes since last year. The measure of depression symptoms reduction was changed to align with the HEDIS measure of “depression remission or response.”

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services

**Services Start Date:** June 2008

**Allocations (2017):** Human Services Levy \$625,000 Veterans Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Engagement	• Number of persons screened	2,000	How much

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Service Intervention	<ul style="list-style-type: none"> <li>• Total number of all clients receiving treatment</li> </ul>	1,500	How well
	<ul style="list-style-type: none"> <li>• Proportion of clients with depression remission or response</li> </ul>	30%	Is anyone better off?

## **Strategy 3, Activity 1.B Behavioral Health Integration for Veterans**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Increase the mental health of veterans by facilitating access to needed mental health services through the integration of mental health care assessment and services at primary care providers.

**Agencies funded:** Funds are subcontracted through Public Health Seattle-King County to HealthPoint, Valley Cities Counseling and Consultation (mobile outreach and Compass Veterans Center), Neighborcare Health, and the Seattle Indian Health Board.

**Service Description:** The community clinics provide integrated mental health services for veterans. These services enhance mental health staff resources, allowing health centers to build specialized expertise in addressing the needs of military personnel and their families. Valley Cities Counseling and Consultation staff also provide screening, mobile outreach and case management to veterans in numerous King County communities.

**Changes Since Last Year:** No significant program changes since last year. The measure of depression symptoms reduction was changed to align with the HEDIS measure of “depression remission or response.”

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services Start Date:** June 2008

**Allocations (2017):** Human Services Levy \$0 Veterans Levy \$600,000

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Number of Veterans or their dependents screened for PTSD or other MH issues</li> </ul>	450	How much
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of Veterans or their dependents enrolled</li> <li>• Proportion of clients with depression remission or response</li> </ul>	<p style="text-align: center;">225</p> <p style="text-align: center;">30%</p>	<p style="text-align: center;">How much</p> <p style="text-align: center;">Is anyone better off?</p>

## **Strategy 3, Activity 2 Veterans and Trauma Competency Training**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Improve access to appropriate and effective treatment and support for those affected by Post Traumatic Stress Disorder (PTSD) by training mainstream service providers on veterans' culture, trauma awareness and sensitivity and understanding traumatic brain injury (TBI) and Military Sexual Trauma (MST).

**Agencies funded:** Washington Department of Veterans Administration

**Service Description:** WDVA will conduct community and professional trainings in trauma-informed care, military and veteran culture, and PTSD, MST and TBI treatment. The groups to be trained include; first responders, law enforcement, mental health and chemical dependency providers, municipal attorneys, educators, and family members. A portion of total persons trained will include attendees at an annual veterans trauma care conference implemented in conjunction with WSU and offering continuing education credits. In addition, WDVA will develop an employers' training curriculum to train employers who hire veterans and or currently have veterans working in their organizations. The curriculum will provide instruction on how to create an accommodating environment that encourages veterans to stay with the organizations and the employers to support veterans as they adjust to the work environment.

**Changes Since Last Year:** No significant program changes from last year. This year all trainees' intention to integrate the training into their treatment is captured in the performance measure.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need.

**Services Start Date:** June 2009

**Allocations (2017):** Human Services Levy \$50,000 Veterans Levy \$200,000

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### **PERFORMANCE MEASURES**

**Activities Included in Performance Reports:** All Levy funded activities

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Data Collection Report
<b>System Resources</b>	<ul style="list-style-type: none"> <li>• Number of professionals trained</li> </ul>	752	How much
	<ul style="list-style-type: none"> <li>• Number of mainstream providers trained</li> </ul>	748	How much
	<ul style="list-style-type: none"> <li>• Number of training sessions</li> </ul>	64	How much
	<ul style="list-style-type: none"> <li>• Number of training sessions to the community</li> </ul>	1	How much
	<ul style="list-style-type: none"> <li>• Percent of training attendees who indicate they plan to integrate changes to their treatment, work environment or service plans based on information gained from the training</li> </ul>	80%	Is anyone better off?

## **Strategy 3, Activity 3**

### **Health Care Reform System Design and Implementation**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Increase health care efficiencies and effectiveness through improved data sharing among health related agencies, increased service integration of behavioral health and primary health providers, and investigation of state and federal health care changes that may warrant further program modifications.

**Agencies funded:** Public Health Seattle-King County and Department of Community and Human Services Director's Office

**Service Description:** Levy resources will provide capacity to further the integration of behavioral health and primary health and maximize opportunities for efficiencies, for both government and community agencies. This activity will also support the identification and review of other levy activities that may need to be modified in response to health care system changes driven by state and federal governments.

**Changes since last Year:** The national Affordable Care Act is now in effect, the project is adapting strategies to respond to changes in the ACA. The Health and Human Service Transformation Plan was accepted by County Council in 2015. The project has shifted to implementation of the transformation plan.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need.

**Services Start Date:** 2013

**Allocations (2016):** Human Services Levy \$245,000 Veterans Levy \$25,000

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#### **PERFORMANCE MEASURES**

**Activities Included in Performance Reports:** All Levy funded activities

#### **2017 Reporting Requirements**

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Enroll uninsured population into health coverage programs</li> </ul>	Dashboard to track enrollment levels developed	How much
<b>System Resources</b>	<ul style="list-style-type: none"> <li>• Develop care management model for high risk populations</li> <li>• Convene quarterly meetings Health and Human Services Transformation Plan advisors</li> <li>• Develop system for monitoring capacity of medical and behavioral health systems</li> </ul>	<p>Draft plan created</p> <p style="text-align: center;">8</p> <p>Protocols and data analysis created</p>	<p>How much</p> <p>How much</p> <p>How much</p>

## **Strategy 3, Activity 4 Depression Intervention for Seniors**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Improve the mental health status and independent housing stability of vulnerable elderly veterans, their partners, and other elderly persons by teaching depression management techniques to older persons experiencing minor depression.

**Agencies funded:** City of Seattle Aging and Disability Services subcontracting with Catholic Community Services' African American Elders Program and the international Drop-in center.

**Service Description:** The Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) is a counseling program that teaches depression-management techniques to older adults who experience minor depression. The program provides older adults who are experiencing symptoms of minor depression with eight in-home sessions of a multimodal treatment that includes problem solving, pleasant events scheduling, psychiatric oversight, supervision, and medication management. Once completed, clients receive up to three months of follow-up phone calls. By the completion of the program, a significant number of clients are able to more easily identify solutions to problems.

**Changes Since Last Year:** Performance measures in 2017 reflect those actually enrolled in PEARLS. Previous year's measures included those informed of PEARLS, but referred to other programs.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services Start Date:** June 2008

**Allocations (2017):** Human Services Levy \$178,000 Veterans Levy \$178,000

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Number of older non-veterans enrolled</li> </ul>	55	How much
	<ul style="list-style-type: none"> <li>• Number of older veterans and older spouses of veterans enrolled</li> </ul>	55	How much
	<ul style="list-style-type: none"> <li>• Number of older non-veterans completing program</li> </ul>	41	How well
	<ul style="list-style-type: none"> <li>• Number of older veterans and older spouses of veterans completing program</li> </ul>	41	How well
	<ul style="list-style-type: none"> <li>• The percentage of older veterans, older spouses of veterans, and non-veteran older adults who completed the program and show improvement in their level of minor depression</li> </ul>	95%	Is anyone better off?

## Strategy 3, Activity 5 Facilitation of Ongoing Partnerships

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Reduce behavioral health service fragmentation through braided resources and integrated services.

**Agencies funded:**

**Service Description:** Effective collaboration and partnerships are the cornerstones of any initiative to reduce fragmentation, braid resources, and integrate services such as the levy. During the first levy, these funds were used to keep residents, community stakeholders, and local governments informed of the levy's progress and to support the integration of veterans' services and mainstream services. Levy funds will continue to support such outreach and will seek to increase the visibility of the levy through local media sources. Funds may also be used to research best practices or evidence based programs that may enhance the effectiveness of the levy and support their implementation.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need. Product Catalog 3.14: System improvement

**Services Start Date:** June 2009

**Allocations (2017):** Human Services Levy \$70,000 Veterans Levy \$70,000

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### PERFORMANCE MEASURES

**Activities Included in Performance Reports:** All Levy funded activities

**2017 Reporting Requirements**

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
System Resources	Development of updated Service Improvement Plan for 2018-2023 Levy	N/A	How much

## Strategy 4, Activity 1.A Nurse Family Partnership

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Improve long-term family health and economic prospects for first-time, low income young mothers by providing health care and education that improves parenting skills, life and career choices and provides opportunity for long term self-sufficiency.

**Agencies funded:** Public Health - Seattle & King County

**Services Description:** The Nurse Family Partnership (NFP) is a national evidence-based home visitation program that focuses on improving the lives of first-time mothers and their children. The NFP services target young women age 23 or younger, at or below 185 percent of the federal poverty level and having their first babies. Priority is given to clients under 20 as evidence based research has shown they are likely to most benefit from the NFP services. Clients are enrolled during pregnancy to allow time for the public health nurse and client to establish a relationship before the baby is born. Clients receive a home visit about every two weeks from the time they enroll until their first child's second birthday, with visits that are more frequent right after enrollment and after the baby is born.

Visits and services are customized to each client's needs, although all clients use a common curriculum called Partners in Parenting Education (PIPE). Visit content is determined by phase (pregnancy, infancy, and toddler) and by the client's goals and needs

**Changes Since Last Year:** Additional funding added to provide Employment and Education Services to NFP clients.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

**Services Start Date:** June 2008

**Allocations (2017): Human Services Levy \$470,000 Veterans Levy**  
Additional Human Services funding of \$59,200 added for 2015- 2017.

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Unduplicated clients served</li> <li>• Number of persons achieving a successful birth outcomes</li> </ul>	<p style="text-align: center;">133</p> <p style="text-align: center;">90%</p>	<p>How much</p> <p>Is anyone better off?</p>
<b>Services Intervention (EER)</b>	<ul style="list-style-type: none"> <li>• Unduplicated clients enrolled</li> <li>• Number of persons engaged in employment or education</li> </ul>	<p style="text-align: center;">40</p> <p style="text-align: center;">30 (75%)</p>	<p>How much</p> <p>Is anyone better off?</p>

## Strategy 4, Activity 1. B Healthy Start

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

**Agencies funded:** The program funds five agencies through sub-contracts through Public Health - Seattle & King County: Friends of Youth (lead agency), Center for Human Services, Northshore Youth and Family Services, Renton Area Youth and Family Services, and Youth Eastside Services.

**Service Description:** The Healthy Start Program is a community collaboration of five non-profit human service agencies that has been providing intensive home visiting services for 16 years. In 2009, Healthy Start expanded with levy funds to serve a total of 335 families throughout the county. The target population is young, at risk, first-time mothers, fathers, and their infants. The majority of participants are very low income.

Healthy Start provides two delivery models: (1) visits conducted by professional Family Support Specialists (FFS) for high-risk families (90 percent of families); and (2) visits by volunteer Parent Mentors who are paired with a family that is lower risk (10 percent of families).

Healthy Start utilizes the evidence-based Parents as Teachers (PAT) Born to Learn™ Prenatal to Age Three program model. The PAT model was assessed by the Washington State Institute of Public Policy as having statistically significant benefits to society relative to its costs.

**Changes Since Last Year:** The program will not limit the age of the mothers they serve and will serve both first time parents and parents who already have children. The CPS involvement performance measure was refined to accurately describe the CPS involvement that can be measured.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

**Services Start Date:** June 2008

**Allocations (2017): Human Services Levy \$270,000 Veterans Levy \$0**

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Number of persons assessed</li> </ul>	300	How much
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>• Unduplicated clients receiving home visits</li> <li>• Number of clients linked with medical care</li> <li>• Number of parents participating in the program, who are identified with parental stress, will have interventions offered</li> <li>• Parents participating in the program will increase positive parenting skills to prevent child abuse and neglect</li> <li>• Families with no founded CPS investigations while enrolled in the program</li> </ul>	<p style="text-align: center;">300</p> <p style="text-align: center;">300 (100%)</p> <p style="text-align: center;">100%</p> <p style="text-align: center;">90%</p> <p style="text-align: center;">95%</p>	<p>How much</p> <p>Is anyone better off?</p> <p>How well</p> <p>Is anyone better off?</p> <p>Is anyone better off?</p>

## **Strategy 4, Activity 2 Maternal Depression Reduction**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Increase the mental health of low-income mothers by providing integrated mental health screening and treatment to address maternal depression.

**Agencies funded:** Through subcontracts with Public Health - Seattle & King County, sixteen clinic sites managed by 6 agencies participate. They include Country Doctor Community Health Centers, HealthPoint, International Community Health Services, Public Health, Neighborcare Health, and SeaMar Community Health Centers.

**Service Description:** Clinics participating in the program are using a collaborative, stepped care model to deliver services to identify and treat depression and other common mental health disorders. This evidence-based integrated practice model guides nursing, primary care, and mental health providers to collaborate successfully to diagnose and treat depression in primary care clinics. The primary care team uses a coordinated set of guidelines and evidence-based treatment protocols that are designed to identify and improve common mental disorders such as depression. In addition, a consulting psychiatrist is available to consult with primary care staff.

Collaborative, stepped care is coupled with a robust, online patient tracking system to coordinate care between primary care and mental health/chemical dependency providers. Improved communications between treating providers ensure better clinical outcomes and conserve program resources.

**Changes Since Last Year:** No significant program changes since last year. The measure of depression symptoms reduction was changed to align with the HEDIS measure of “depression remission or response.”

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

**Services Start Date:** June 2008

**Allocations (2016): Human Services Levy \$625,000 Veterans Levy \$0**

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### **PERFORMANCE MEASURES**

**Clients Included in Performance Reports:** All Levy funded clients

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Engagement/ Assessment</b>	<ul style="list-style-type: none"> <li>• Number of persons screened</li> </ul>	2,100	How much
	<ul style="list-style-type: none"> <li>• Number of persons screened positive for depression</li> </ul>	750	How much
<b>Treatment/ Intervention</b>	<ul style="list-style-type: none"> <li>• Total number of all clients receiving treatments</li> </ul>	450	How much
	<ul style="list-style-type: none"> <li>• Proportion of clients with depression remission or response</li> </ul>	30%	Is anyone better off?

## **Strategy 4, Activity 3 A**

### **Parent Education and Support – Promoting First Relationships**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

**Agencies funded:** The Promoting First Relationships (PFR) is implemented through sub-contracts with Public Health-Seattle & King County and the University of Washington, which has trained 39 individual providers from nineteen unique non-profit agencies to date. Agencies include Atlantic Street Center, Child Care Resources, Valley Cities Counseling & Consultation, King County Health Care for the Homeless, King County Public Health Childcare Consultants, Puget Sound Educational Services District (PSESD), Young Men’s Christian Association, Navos, Wellspring, South King County Early Intervention Program (SKIP), Encompass, Abused Deaf Women’s Advocacy Services (ADWAS), Children’s Home Society, Center for Human Services, Muckleshoot, Catholic Community Services, Neighborhood House, and Wonderland Development Center-

**Service Description:** The PFR program is a University of Washington research-based model. Starting in 2008 until 2011, the model was a train the trainer model. In 2012, the model changed to a train the learner approach.

The three contracted outcomes for the University of Washington – PFR contract include:

- Increased school readiness
- Increased children’s healthy social-emotional development
- Increased responsive, nurturing caregiver relationships.

The content of the PFR curriculum directly addresses the three contractual outcomes. However, the trainee’s ability to provide the curriculum with fidelity is key to helping families achieve these outcomes. If a trainee successfully masters the curriculum, research has shown that the families they serve will experience the outcomes listed above.

**Changes Since Last Year:** To support employment services to NFP clients, PHSKC shifted \$59,200 from this strategy to 4.1.A Nurse Family Partnership from 2015 – 2017.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth

**Services Start Date:** January 2008

**Allocations (2017): Human Services Levy \$147,800 Veterans Levy \$0**

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#### **PERFORMANCE MEASURES**

**Activities Included in Performance Reports:** All Levy funded activities

#### **2017 Reporting Requirements**

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>Services Intervention</b>	<ul style="list-style-type: none"> <li>Number of families receiving full curriculum of 10 visits</li> </ul>	12	How much
	<ul style="list-style-type: none"> <li>Number of agency learners delivering PFR intervention</li> </ul>	16	How much
	<ul style="list-style-type: none"> <li>Improved skills and knowledge that promotes health and nurturing caregiver child relationships</li> </ul>	100%	Is anyone better off
<b>System Resources</b>	<ul style="list-style-type: none"> <li>Increased skills to agency learners to deliver PFR intervention</li> </ul>	100%	Is anyone better off

## **Strategy 4, Activity 3 B Parent Education and Support – Family and Friends Network**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life.

**Agencies funded:** The FFN is implemented through sub-contracts with Public Health – Seattle & King County through Child Care Resources.

**Service Description:** The FFN is a comprehensive, community-based network of supports and resources for family, friend, and neighbor caregivers and the children in their care. Family, friends, and neighbors provide care for an estimated 60,000 children in King County. For 28,000 of those children, they are the primary source of care when parents are working or attending school.

Play and Learn groups have become a major support for caregivers who are part of FFN. Play and Learn groups teach caregivers and parents important information about early childhood development and education. Groups are structured to allow both parent/caregiver and child to learn through play. Play and Learn groups are led by a trained facilitator but strive to provide an informal, warm setting.

**Changes Since Last Year:** No significant program changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

**Services Start Date:** January 2009

**Allocations (2017):** Human Services Levy \$53,000 Veterans Levy \$0

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### **PERFORMANCE MEASURES**

**Activities Included in Performance Reports:** All Levy funded activities

#### **2017 Reporting Requirements**

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>System Improvements/Capacity Building</b>	<ul style="list-style-type: none"> <li>• Number of group facilitators educated in Play &amp; Learn</li> </ul>	32	How much
	<ul style="list-style-type: none"> <li>• New Play &amp; Learn groups</li> </ul>	5	How much
	<ul style="list-style-type: none"> <li>• Unduplicated number of Play &amp; Learn groups</li> </ul>	85	How much
	<ul style="list-style-type: none"> <li>• Number of unduplicated children who attended Play &amp; Learn groups (include 2016 carryover clients in Q1 and new clients in all quarters)</li> </ul>	3,200	How much
	<ul style="list-style-type: none"> <li>• Number of unduplicated parents/caregivers who attended Play &amp; Learn groups (include 2016 carryover clients in Q1 and new clients in all quarters)</li> </ul>	3,000	How much
	<ul style="list-style-type: none"> <li>• % of parents/caregivers who are improving school readiness of their children (G on Kaleidoscope P&amp;L Feedback form)</li> </ul>	80%	Is anyone better off?
	<ul style="list-style-type: none"> <li>• % of parents/caregivers who are improving child healthy social development (K on Kaleidoscope P&amp;L Feedback form)</li> </ul>	60%	Is anyone better off?
	<ul style="list-style-type: none"> <li>• % of parents/caregivers feeling increased support as caregivers. (N on Kaleidoscope P&amp;L Feedback form)</li> </ul>	85%	Is anyone better off?

## Strategy 4, Activity 4 Passage Point

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**Primary Levy Goal:** Reduce unnecessary criminal justice and emergency medical system involvement

**Objective:** Reduce criminal justice system involvement and improve long term economic prospects for parents exiting the criminal justice system, help them re-unite with their families, and prevent them from re-offending by providing education, support services and long term employment opportunities.

**Agencies funded:** YWCA of Seattle, King and Snohomish Counties, The Passage Point facility in Maple Valley.

**Services Description:** This program identifies single parents with recent criminal justice involvement who have potential and interest in reuniting with their children. Services are flexible and customized to meet the specific needs of adult and child household members. This activity funds permanent housing placement supports, such as assistance in identifying permanent housing, as well as case management support for up to one year as needed for households to maintain their stability in housing. Levy funds do not cover services to children, so agencies are required to provide needed children's services with other funding sources.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4.a: Facilitate access to programs that prevent or reduce involvement in the criminal justice, crisis mental health and emergency medical systems.

**Services Start Date:** January 2009

**Allocations (2017):** Human Services Levy \$415,000 Veterans Levy \$0

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### PERFORMANCE MEASURES

**Activities Included in Performance Reports:** All Levy funded activities

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2018, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** January 31, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Intervention/Treatment	• Parents served	60	How much
	• Families exited into permanent housing or transitional housing	70%	Is anyone better off?
	• Families that do not enter into the homelessness system (6 months)	95%	Is anyone better off?
	• Parents who do not exit passage point into jail	95%	Is anyone better off?

## Strategy 4, Activity 5 A 2-1-1 Community Information Line

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations;

**Objective:** Maintain the 211 Community Information Line as a vital piece of the human services infrastructure, and as a gateway to many levy funded services.

**Agencies funded:** Crisis Clinic.

**Service Description:** Information and referral services for all King County residents. King County 2-1-1 is an easy-to-remember, universally recognizable number that makes it possible for people in need to navigate the complex maze of human services. The King County 2-1-1 Community Information Line provides comprehensive information and referrals to community services including such things as the following:

<ul style="list-style-type: none"><li>• Shelter and Low Income Housing</li><li>• Utility Assistance</li><li>• Financial Assistance</li><li>• Food and Clothing/ Baby Supplies</li><li>• Health and Dental Services</li><li>• Support groups</li><li>• Mental Health and Counseling Service</li><li>• Youth or Senior Services</li></ul>	<ul style="list-style-type: none"><li>• Child Care</li><li>• Legal and Consumer Advice and Assistance</li><li>• Special Assistance for Caregivers</li><li>• Disability Services</li><li>• Transportation Assistance</li><li>• Employment and Training</li><li>• Volunteering</li><li>• Government Programs</li></ul>
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The umbrella organization, Crisis Clinic, also operates the Teen Link helpline and 24-Hour Crisis Line. In addition, 2-1-1 is an important entry point for screening people for housing and rental assistance, civil legal assistance. Paid Information Specialists assess the individual's needs, coaching them to make sure they can be effective in requesting services when they call the agencies they are referred to. Information on services available in King County can also be searched online at [www.WIN211.org](http://www.WIN211.org). The King County 2-1-1 phone line operates 8 am to 6 pm Monday through Friday. The Crisis Clinic's line which can be reached at 866-4CRISIS (866-427-4747) operates 24 hours a day, seven days a week.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services.

**Services Start Date:** January 2012

**Allocations (2017):** Human Services Levy \$50,000 Veterans Levy \$0

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**Outcomes:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Engagement/ Assessment	• Number of calls	3,000	How much
	• Number that receive new referral information	2,700 (90%)	How well
	• Percent that intend to contact agencies referred to	90%	Is anyone better off?
	• Percent contacted who report being satisfied with information and services provided	90%	How well

## Strategy 4, Activity 5.B Cultural Navigator

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Strengthen families by supporting the healthy interactions between parent and child in the early months and years of life by providing cultural navigators and access to services for minority and immigrant populations.

**Agencies funded:** The program is funded through a sub-contract through Public Health - Seattle & King County with Chinese Information Services.

**Service Description:** The Cultural Navigator Program helps limited- and non-English speaking individuals and families to access appropriate services and navigate through those service systems. There are three different service locations for the project: the Crossroads Mini City Hall in Bellevue, Family Resource Center in Redmond, and the Great Wall Mall in Kent. Services are provided by bilingual/bicultural staff in Chinese (Mandarin and Cantonese), Spanish, Vietnamese, Russian, and Punjabi. Services are provided individually, in small groups, and workshop format.

Activities include referral and information, completing applications and forms, family support services, reference materials, limited interpretation and follow-up.

**Changes Since Last Year:** No significant changes since last year.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 1.b: Ensure access to affordable, appropriate and quality physical and behavioral health services. KCSP Objective HHP 3.c Provide or contract for behavioral health and human services designed to meet the unique developmental needs of children and youth.

**Services Start Date:** June 2008

**Allocations (2017): Human Services Levy \$70,000 Veterans Levy \$0**

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### PERFORMANCE MEASURES

**Clients Included in Performance Reports:** All Levy funded clients

#### 2017 Reporting Requirements

**Demographics:** July 31, 2017, Jan 31, 2018

**Services:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
Engagement	<ul style="list-style-type: none"> <li>• Number of clients receiving information and referral</li> </ul>	1,000	How much
	<ul style="list-style-type: none"> <li>• Number of agencies receiving technical assistance</li> </ul>	250	How much

## **Evaluation (Formerly Strategy 5.1) Communities Count – Community Indicators Project**

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**Primary Levy Goal:** Increase self-sufficiency of veterans and vulnerable populations

**Objective:** Increase health care and human services impact through information advocacy—providing accurate and timely reports on conditions that matter to King County residents

**Agencies funded:** Public Health Seattle-King County

**Service Description:** Communities Count is an innovative public-private partnership (nine public and private partners) committed to improving community health and well-being through information advocacy; providing accurate and timely reports on conditions that matter to King County residents; monitoring community social, health and economic conditions, and providing public and private policy makers and stakeholders with timely and informative data and analysis.

Since 2000, Communities Count has produced, printed, and distributed four highly respected reports on a core set of social, economic, health, environmental, and cultural indicators that monitor the health and well-being of King County residents.

**Changes Since Last Year:** Communities Count has undertaken a strategic planning process to provide greater focus and improved impact and utility of the data indicators and analysis work they are doing in 2016.

**King County Strategic Plan area / Product Catalog:** KCSP Objective HHP 4.b: Support partnerships to deliver integrated and effective services to people in need.

**Services Start Date:** 2000

**Allocations (2017): VHS Levy** \$25,000

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### **PERFORMANCE MEASURES**

**Activities Included in Performance Reports:** All CC activities

#### **2017 Reporting Requirements**

**Services:** July 31, 2017, Jan 31, 2018

**2017 Annual Project Evaluation and Program Managers Report:** February 15, 2018

Type of Activity	Performance Measure	2017 Target(s)	Type of Performance Measure
<b>System Improvements/Capacity Building</b>	<ul style="list-style-type: none"> <li>• Re-evaluation of Communities Count topics and indicators</li> </ul>	Report out created	N/A
	<ul style="list-style-type: none"> <li>• Develop data spotlight on findings for veterans in King County</li> </ul>	Data spotlight created	How much
	<ul style="list-style-type: none"> <li>• Conduct outreach to 10 stakeholder to identify community data needs</li> </ul>	10	How much
	<ul style="list-style-type: none"> <li>• Provide a minimum of 12 information blogs</li> </ul>	12	How much
	<ul style="list-style-type: none"> <li>• Maintain and upgrade website functions and user functionality</li> </ul>	N/A	N/A